

An updated version of the Medi-Cal *Device User Guide* is included with this package. Please replace your existing installation manual with this updated version.

## Overview

Providers who wish to upgrade their POS capabilities through the POS device provided by Medi-Cal must download the new POS T7 device software, version ZZA0303.V00. The download host and the POS device use a 1,200 baud rate to transmit the new software. The estimated download time for the upgrade may range from five to forty minutes.

## Download Phone Number

The download phone number is 1-800-361-4932. The download host is available 24 hours a day. The "Program Load Number" contained in your device may need to be changed. Please follow the instructions in the "Changing Phone Numbers" section.

## Software Download

The software download function allows you to download a new version of the POS software. The download time can be scheduled or immediate.

To access the download function, follow these steps:

1. Ensure the program load phone number is accurate before downloading. See "Maintenance Terminal Initialization Function" in the *POS: Software Maintenance Function* section to verify the number.
2. Ensure the date and time on the device are accurate. (Refer to "Date/Time Change" in the *POS: Software Maintenance Function* section of this user guide.)
3. Press <F2> or the MAINT key. The "ENTER MAINT FUNCTION" prompt will display.
4. Enter "92" on the device key pad and press <ENTER>. The "SYSTEM PASSWORD" prompt will display.
5. Enter your current password or enter zeroes and press <ENTER>. Asterisks will display for security reasons

Scheduled Download

Enter the specific download time (HHMM) in 24-hour format and press <ENTER>. The download will occur at the time entered. For more information, refer to "Scheduled Download" in the *POS: Software Maintenance Functions* section of this user guide.

**ENTER DOWNLOAD TIME:**  
**18:00**

Immediate Download

If you want the download to occur immediately, enter "9999" and press <ENTER>. The device will dial the download phone number and begin the download.

**ENTER DOWNLOAD TIME:**  
**99:99**

Verify Download Phone Number

If you continue to get the message, "PLEASE INITIALIZE OR CALL HELP - FE", perform the following steps.

1. Press <F10>, enter "02", then press <ENTER>.

**PLEASE INITIALIZE  
OR CALL HELP – FE**

2. Enter the program load phone number (1-800-361-4932) and press <ENTER>.

**INIT. TELEPHONE NO**  
**18003614932**

3. Enter the program load phone number (1-800-361-4932) and press <ENTER>.

**NMS TELEPHONE NO.**  
**18003614932**

4. Enter the phone type and press <ENTER>.

**DIAL 0-TONE 1-PULSE**  
**0**

5. If needed, enter the PABX access code to get an outside line and press <ENTER>.

**PABX ACCESS CODE**  
**9**

6. Press <F12> to Exit or press <ENTER> to review your input.

**EXIT, PRESS 'CANCEL'**

7. You will then be returned to the "PLEASE INITIALIZE OR CALL HELP - FE" message. Refer to the "Restart Download" instructions to resume the download process.

#### Successful Download

If the download is successful, you will see the following message. The *POS: Software Maintenance Functions* section of this user guide explains the test transaction.

**DOWNLOAD COMPLETED**  
**INITIATE TEST TXN**

#### Interrupted Download

If the download process is interrupted by a line failure, you will see the following message. Refer to the "Restart Download" instructions to resume the download process. Your POS device will not be usable until the download is successfully completed.

**PLEASE INITIALIZE**  
**OR CALL HELP – FE**

**Restart Download**

1. Press the <F10> key, enter "92" and press <ENTER>.
2. Press "Y" in response to the following message, then press <ENTER>. The download process will resume. (If the download does not resume, verify the download phone number and try again. If the download continues to fail, call the POS/Internet Help Desk.)

<p><b>PROGRAM LOAD</b></p> <p><b>CORRECT? YES OR NO</b></p>
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**Changing Phone Numbers**

The Maintenance Terminal Initialization function contains important telephone numbers for the Network International Identifier (NII) and other technical communications information.

To access the TI function, follow these steps:

1. Press <F2> or MAINT key. The "ENTER MAINT FUNCTION" prompt will be displayed.
2. Enter "TI" on the device keypad and press <ENTER>. The "SYSTEM PASSWORD" prompt will be displayed.
3. Enter your current password or enter zeroes and press <ENTER>. Asterisks will be displayed for security reasons.

To view the order in which you will see the prompts and their associated data, refer to the *POS: Software Maintenance Functions* section of this user guide.